



# Warwickshire Mental Health Service Information

for all providers and members of the  
public during the COVID-19 outbreak



Coronavirus (COVID-19) has been identified as a pandemic by the World Health Organisation. We are all taking measures to protect ourselves and others, and as we continue to follow Public Health England (PHE) and central Government advice ([www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)) in these unprecedented times, we also need to remember to protect our mental health alongside our physical health.

In this document, you will find tips and advice on coping during this uncertain time, and the mental health and wellbeing support available to you in Warwickshire.

## What mental health and wellbeing support is available for me during this time?

**The Mental Health Foundation** has some helpful tips and ideas about coping with the outbreak and isolating: <https://mentalhealth.org.uk/coronavirus>

The Government has helpful advice for looking after your mental wellbeing while social distancing and staying at home during the COVID-19 outbreak: <https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing>

The Government also has guidance for parents and carers on supporting children and young people's mental health and wellbeing during the coronavirus (COVID-19) outbreak: <https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>

There is advice about how to look after your mental wellbeing while staying at home from Every Mind Matters, including practical information that may be relevant to your situation: <https://www.nhs.uk/oneyou/every-mind-matters/>

### **If you need immediate support:**

**Samaritans** – call **116 123**

For urgent medical needs call **your GP**, or **NHS 111**.

If you are in a life-threatening situation call **999**.

**There are a number of local support services available 24/7 during this time. These are available to anyone living in Warwickshire:**

**Mental Health Helpline and webchat** – confidential, and freely available 24/7. Anyone can access a team of trained and experienced support workers by calling 0800 616 171 or via the Time Online webchat ([www.mhm.org.uk/coventry-warwickshire-helpline](http://www.mhm.org.uk/coventry-warwickshire-helpline)) If you're not able to get through first time, then please keep trying.

**Big White Wall** – [www.bigwhitewall.com/](http://www.bigwhitewall.com/) is available free for Warwickshire residents (16+). Big White Wall is a safe, online anonymous community of people who help each other by sharing what's troubling them, guided by trained professionals. There are also structured self-help courses that you can enrol on to help you feel more in control of your mental health.

The Wall Guides (Counsellors) are up to date with the latest evidence and local country guidance regarding Coronavirus (COVID-19) and are able to address concerns as they're raised.

**Reading Well** (Books on Prescription) – <https://www.warwickshire.gov.uk/booksonprescription>. Reading Well can help you manage your health and wellbeing by providing helpful self-help books, eBooks and CDs. You can download e-books and e-audio titles onto your device from Borrowbox (find more information at the end of this document)

### **If you want to talk to someone, these services are available in Warwickshire at certain times:**

**Wellbeing for Warwickshire** – to help you cope during this period, the WbW Hubs will be offering telephone support to anyone who feels they are in need of contact.

To talk to a member of staff or book an appointment, call the Hubs Team on **024 7771 2288**. Or you can email [wbw@cwmind.org.uk](mailto:wbw@cwmind.org.uk) for more information.

**Help for expectant and new parents** – If you are expecting a baby or have just become a new parent you may be feeling particularly worried at the current time, and you may be finding it hard to cope. Help is available here <https://www.warwickshire.gov.uk/children-families/help-new-expectant-parents/3?documentId=579&categoryId=20045>

**Warwickshire Safe Haven** – providing support for people (18+) who are feeling distressed and overwhelmed in the evenings (6-11pm Thursday to Sunday): <https://cwmind.org.uk/warwickshire-safe-haven-nuneaton/>

- Call **02477 714 554**
- Text **07970 042270**
- Email [safehaven@cwmind.org.uk](mailto:safehaven@cwmind.org.uk)

### **Employee Assistance Programmes (EAP) -**

many organisations now have Employee Assistance Programmes (EAP) that offer mental health and wellbeing support. Find out if your organisation has an EAP that you can access.

**IAPT** – IAPT services are available for people experiencing mild to severe anxiety and depression. They can provide advice, information and therapy. Please note this service involves an initial assessment which then determines the support you will be offered. Call **02476 671090** to self-refer.

**Veterans' Mental Health Transition, Intervention and Liaison (TIL) Service** - TILS can provide you with a comprehensive assessment of your mental health, including social needs and a physical health check-up. Call the single point of entry on **0300 323 0137 (9am-9pm)**. Veterans and their families can also access a 24/7 emotional support line on **0300 323 0139**.

## Support for young people:

**Chat Health** – mental health advice for teens in Warwickshire. ChatHealth is a confidential text messaging service that enables children and young people (aged 11-19) to contact their local public health nursing (school nursing) team. This service is provided by Compass wellbeing workers. You will get a reply within 24 hours between **9:00am** and **5:00pm**, Monday to Friday (except bank holidays). Text: **07507 331525**.

**Rise** – Rise provides emotional wellbeing and mental health services for children and young people <https://cwrise.com/>

During the COVID-19 outbreak, Rise are providing a 24/7 helpline run by qualified mental health clinicians to be there for you to contact when you need support and advice to prevent crisis escalation.

If you are calling between the hours of **8am** and **8pm**: **02476 641799**

If you are calling between the hours of **8pm** and **8am**: **02476 938000**

Further information and details of local services can be found on our webpage: <https://www.warwickshire.gov.uk/mentalhealth>

## There are several apps that can provide support with your mental health and wellbeing:

**Stay Alive** - an app for those at risk of suicide and those worried about someone. It is packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide

or if you are concerned about someone else who may be considering suicide: <https://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/>

Find more apps on the NHS Library - <https://www.nhs.uk/apps-library/category/mental-health/>

## Other Online Resources:

Visit the **Warwickshire Family Information Service** for advice and support for your family <https://www.warwickshire.gov.uk/fis>

**Every Mind Matters** - There is advice about how to look after your mental wellbeing while staying at home from Every Mind Matters, including practical information that may be relevant to your situation: <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>

**NHS Choices** - Your complete guide to conditions, symptoms and treatments, including what to do and when to get help <https://www.nhs.uk/>

You can visit the following websites for more information and support about mental health and wellbeing:

Young Minds:  
<https://youngminds.org.uk/>

Rethink Mental  
Illness:  
<https://www.rethink.org/>

Mind:  
<https://www.mind.org.uk/>

# Remember the five ways to wellbeing:

## Connect



**Maintaining healthy relationships** with people you trust is important for your mental wellbeing. Think about how you can stay in touch with friends and family while you are at home – by phone, messaging, video calls or online – whether it's people you usually see often or reconnecting with old friends or neighbours.

**We are all going through this together so even when we're not face-to-face, continue to keep in contact and look out for each other.**

## Keep learning



Create a new daily routine that prioritises looking after yourself. You could try reading more or watching movies, having an exercise routine, trying new relaxation techniques, or finding new knowledge on the internet. Try and rest and view this as a new if unusual experience that might have its benefits.

Give ideas for passing the time when you're social distancing: share your favourite books, recipe ideas or make playlists for each other. Whatever you enjoy doing in your spare time, share it with each other.

Remember that you can access digital reading material online for free from Warwickshire Libraries. If you normally enjoy newspapers and magazines but are not able to visit shops, you can also access newspapers and magazines online for free via Press Reader.

You could also have a look at online courses, such as those available from the Open University <https://www.open.edu/openlearn/free-courses> and Future Learn <https://www.futurelearn.com/>

## Be active



Keeping up with your physical health is also important for your mental health:

- NHS Choices provides ideas with video links: <https://www.nhs.uk/live-well/exercise/>
- Change 4life – 10-minute shake up games to try out with kids <https://www.nhs.uk/10-minute-shake-up/shake-ups>
- Try out online yoga videos tailored to help with anxiety and tips on mindfulness (<https://www.youtube.com/user/yogawithadriene>)
- If you're home with kids, there are yoga videos for them as well (<https://www.youtube.com/user/CosmicKidsYoga>)

This is provided as information only. If you have a medical condition, you should continue to follow advice given by your health practitioner/GP.

To promote healthy aging, Warwickshire County Council have produced a series of gentle exercise videos to help you keep active at home, find these here: <https://www.youtube.com/playlist?list=PL9f3C4Fbo5TPPGxMZvK7B2NTYzdSI2QH>

## Give



Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you. Think what activities you can do at home that might benefit others.

Warwickshire County Council has developed a webpage containing practical advice about giving or receiving help at this time: <https://www.warwickshire.gov.uk/information-coronavirus/coronavirus-volunteering/1>

Remember to follow Government guidance (<https://www.gov.uk/coronavirus>) and if you must leave the house, maintain social distancing measures (e.g. keep a 2-metre distance between you).

## Take notice



Take notice of Nature – bringing nature into your everyday life can benefit both your mental and physical wellbeing. It can improve your mood, reduce feelings of stress or anger, and make you feel more relaxed. You could try the following:

- **Spend time with the windows open to let in fresh air**
- **Spend time in your garden if you have one.**

Take notice of yourself - there are lots of different ways that you can relax, take notice of the present moment and use your creative side.

## Reading Well and Warwickshire Libraries

As we observe social distancing, remember that you can access digital reading material online for free from Warwickshire Libraries. If you normally enjoy newspapers and magazines but are not able to visit shops, you can also access newspapers and magazines online for free via Press Reader.

To access both please go to [www.warwickshire.gov.uk/ebooks](http://www.warwickshire.gov.uk/ebooks). You will need your library card number and a PIN, this will be the same PIN which you use to access other online resources. There are instructions and a help page online plus email support if you need further help.

If you do not currently have a library card you can apply online at [www.warwickshire.gov.uk/libraries](http://www.warwickshire.gov.uk/libraries)

You can access e-book and e-audio copies of the Reading Well collections (<https://www.warwickshire.gov.uk/books-on-prescription>).

These are national self-help collections. The following titles available in e-book or e-audio format from Warwickshire Libraries

## Reading Well for Mental Health

- A Manual for Heartache by Cathy Rentzenbrink – e-book and eaudio
- A Mindfulness Guide for the Frazzled by Ruby Wax – e-book and eaudio
- Grief Works by Julia Samuel – e-book and eaudio
- Introducing Cognitive Behavioural Therapy (CBT): A Practical Guide by Elaine Iljon – e-book
- Reasons to Stay Alive by Matt Haig – e-book and eaudio
- The Boy with the Topknot by Sathnam Sanghera – e-book

## Reading Well for Children

- Ella on the Outside by Cath Howe – e-book
- Clownfish by Alan Durant – e-book
- Check Mates by Stewart Foster – e-book

## Reading Well Self Help for Young People

- Blame My Brain by Nicola Morgan – e-book
- I'll Give You the Sun by Jandy Nelson – e-book
- The Curious Incident of the Dog in the Night-Time by mark Haddon – e-book
- The Teenage Guide to Stress by Nicola Morgan – e-book
- Stuff that Sucks by Ben Sedley - eaudio
- Mind Your Head by James Dawson - e-book
- Every Day by David Levithan – e-book
- House of Windows by Alexia Casale – e-book
- The Anxiety Survival Guide for Teens by Jennifer Shannon – e-book
- The Shyness and Social Anxiety Workbook for Teens by Jennifer Shannon – e-book
- The Perks of Being a Wallflower by Stephen Chbosky – e-book
- Don't Let Your Emotions Run Your Life for Teens by Sheri van Dijk – e-book
- The Unlikely Hero of Room 13B by Teresa Toten – e-book